

**GOVERNMENT OF ANDHRA PRADESH**

**ABSTRACT**

Revenue (Registration and Stamps) Department – Governance for results -  
Implementation of revised Citizens Charter – Orders – Issued.

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**REVENUE (REGISTRATION.I) DEPARTMENT**

**G.O.Rt.No.1310**

**Dated:29.12.2015**

**Read the following:-**

- 1) G.O.Rt.No.1094, Rev(Regn.I)Dept, dt:12.07.2013
- 2) From the Director & Inspector General (Registration & Stamps)  
A.P., Hyd, Lr.No.G1/8056/2011, dt:08.09.2015.

\* \* \*

**ORDER:**

In the reference 2nd read above, the Director & Inspector General (Registration & Stamps) has submitted a revised Citizen Charter based on the recommendations of the Committee of Officers of different zones constituted by the department for quick disposal of public services.

2. Government, after thorough examination of the existing Citizen Charter, hereby revise the Citizen Charter in different layers of the department and fix the time limits for providing speedy and quality service to the registering public.

3. The revised Citizen Charter is annexed to this G.O.

4. The Director and Inspector General(R&S), A.P., Hyderabad shall take necessary further action in the matter, accordingly.

**(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)**

**AJEYA KALLAM  
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

To

The Director and Inspector General (Registration & Stamps), A.P., Hyderabad.

Copy to the G.A (GPM&AR) Department.

Copy to the P.S. to Hon'ble Deputy C.M (Revenue)

Copy to the P.S. to Spl.C.S

SF/SC

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SECTION OFFICER

# Citizen's Charter

## About Department:

### i. Vision:

Registration Department has a vision to provide transparent, speedy and reliable registration services to the citizen as per the predefined citizen charter through computerization of the services and to serve as a royal record keeper, taking up the digitisation of the legacy data and to keep it available to the citizen on web.

### ii. Mission:

- The department is implementing the “registration anywhere in the State” as its mission.
- Networking of all the registration offices in the state with APSWAN.
- Scanning and digitisation of manual records for electronic preservation and e-Services

### iii. Objectives:

- One of the main objectives is to protect the public and prevent fraud by conservation of evidence and publicity of the document.
- Introducing transparent, speedy, reliable, efficient and consistent services of registration to the citizen.
- To deliver the services across the counter.
- To bring in maximum user friendliness
- Business process re-engineering the whole registration procedures

### iv. Service Standards:

| Sl. No | Main Services                                                            | Standard                                                                                              | Time Frame                | Officer Responsible                | Penalty (in Rupees) |
|--------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------|------------------------------------|---------------------|
| 1      | Registration of a document                                               | After registration, the document will be scanned, certified and returned to the parties               | 24 hours (Normal)         | Joint Sub Registrar/ Sub-Registrar | 50/- per day        |
| 2      | Issue of Encumbrance Certificate and Certified Copies (through computer) | After conducting search of the computer record, a certificate in a fixed format is issued to parties  | 24 hours                  | Junior/Senior Assistant            | 10/- per day        |
| 3.     | Issue of Encumbrance Certificate and Certified Copies (Manual)           | After conducting search of the manual record, a certificate in a fixed format is issued to parties    | E.C -3 days<br>C.C -1 day | Junior/Senior Assistant            | 50/- per day        |
| 4      | Registration of Marriages                                                | When bride and bride-groom sign in the register, the registration is completed and certificate issued | 1 hour                    | Joint Sub Registrar/ Sub-Registrar | 10/-per day         |

|   |                                                     |                                                                                                                                             |        |                                       |               |
|---|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------|---------------|
| 5 | Reference of pending document to District Registrar | It shall be done by the Sub Registrar                                                                                                       | 2 days | Joint Sub Registrar/<br>Sub-Registrar | 100/- per day |
| 6 | Reference of pending document under Section of 47-A | The Sub Registrar has to visit the property under reference and on satisfying that proper value is not adopted, makes a reference to the DR | 7 days | Joint Sub Registrar/<br>Sub-Registrar | 100/- per day |
| 7 | Issue of Market Value                               | On Application by the party, a computer generated value slip is issued                                                                      | 1 hour | Junior/Senior Assistant concerned     | 10/-per day   |

**B. Services offered at Chit Registrar Office**

|    |                                            |                                                                                                            |          |                          |              |
|----|--------------------------------------------|------------------------------------------------------------------------------------------------------------|----------|--------------------------|--------------|
| 8  | Registration of agreement of Chit          | On presentation of the duly signed agreement, it will be registered                                        | 3 days   | Asst.Registrar of Chits  | 50/- per day |
| 9  | Registration of Commencement of Chit group | After the agreement is registered and proper security is offered, chits gets commenced                     | 3days    | Asst. Registrar of Chits | 50/- per day |
| 10 | Filing of Amendments                       | As and when changes are brought to the Chit Office                                                         | 24 hours | Asst. Registrar of Chits | 10/- per day |
| 11 | Filing of Minutes                          | Every month on completion of auction, they are to be filed                                                 | 24 hours | Asst. Registrar of Chits | 10/- per day |
| 12 | Release of Security Deposit                | After completion of the chit, ensuring that the payments are made to all the parties, security is released | 3 days   | Asst. Registrar of Chits | 50/- per day |

**C. Services offered at District Registrar Office**

|    |                                                      |                                                                                                            |         |                    |              |
|----|------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------|--------------------|--------------|
| 13 | Deposit and Opening of sealed cover containing Wills | On obtaining proof of the sealed cover and of the testator, deposit is accepted                            | 2 hours | District Registrar | 10/- per day |
| 14 | Disposal of Pending documents                        | The District Registrar has to go through the document and after coming to a conclusion gives clarification | 6 days  | District Registrar | 50/- per day |
| 15 | Registration of Societies and Firms                  | The applications lodged shall comply with all regulations and are in proper formats.                       | 3 days  | District Registrar | 50/- per day |

|                                                                     |                                                                         |                                                                                                                               |         |                                    |              |
|---------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------|--------------|
| 16                                                                  | Issue of CCs and filing of amendments in respect of Societies and Firms | Verifying that they are in proper shape, signed properly and relates to the existing record, they are taken on to the record. | 3 days  | District Registrar                 | 50/- per day |
| 17                                                                  | Disposal of documents referred u/s 47-A                                 | The District Registrar has to make a field visit to the property referred, examine and determine the value.                   | 60days  | District Registrar                 | 50/- per day |
| 18                                                                  | Issue of Stamp Vendor License                                           | When the application meets with the set guidelines license will be issued                                                     | 15 days | District Registrar                 | 50/- per day |
| 19                                                                  | Renewal of Stamp Vendor License                                         | If there are no adverse remarks and the application is in proper shape it will be renewed                                     | 03 days | District Registrar                 | 50/- per day |
| 20                                                                  | Inspection of notary record                                             | Every year the notarial record will be verified to see whether the set in guidelines are followed                             | 30days  | District Registrar                 | 50/- per day |
| <b>Services offered at O/o C&amp;IG (R&amp;S), A.P., Hyderabad.</b> |                                                                         |                                                                                                                               |         |                                    |              |
| 21                                                                  | Issue of Franking license                                               | When the application meets with the set guidelines license will be issued                                                     | 30 days | Commissioner and Inspector General | 50/- per day |
| 22                                                                  | Renewal of Franking license                                             | If there are no adverse remarks and the application is in proper shape it will be renewed                                     | 10days  | Commissioner and Inspector General | 50/- per day |

- 24 hours mean – 24hours from end of the working day i.e., 5P.M.Expiry of 24 hours mean – 5 P.M. of next working day.

**v. Grievance Redressal Mechanism:**

| <b>S. No .</b> | <b>Grievance type</b>                                | <b>Helpline number/Website url to lodge grievance</b> | <b>Name and contact details of Grievance Officer</b> | <b>Time frame for response</b> | <b>Time frame for redress</b> |
|----------------|------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------|--------------------------------|-------------------------------|
| 1.             | Relating to the activities at Sub – Registrar Office | 1800-425-9908<br>www.registration.ap.gov.<br>in       | District Registrar of that district                  | 1 hour                         | 24 hours                      |

|    |                                                         |                                                 |                                    |        |                                      |
|----|---------------------------------------------------------|-------------------------------------------------|------------------------------------|--------|--------------------------------------|
| 2. | Relating to the activities at District Registrar office | 1800-425-9908<br>www.registration.ap.gov.<br>in | Deputy Inspector General concerned | 1 hour | Depending upon the service standards |
| 3. | Relating to the activities of Deputy Inspector General  | 1800-425-9908<br>www.registration.ap.gov.<br>in | Commissioner and Inspector General | 1 hour | 7 days                               |

**vi. Stakeholders**

| S.No. | Stake holder | Relation with the stakeholder                                                          |
|-------|--------------|----------------------------------------------------------------------------------------|
| 1.    | APREDA       | They bring to the notice of the department about the market value trends in the State. |
| 2.    | CREDAI       | They bring to the notice of the department about the market value trends in the State. |
| 3.    | FAPCCI       | They bring to the notice of the department about the market value trends in the State. |

**vii. Responsibility Centres and Subordinate Organizations:**

| S.No. | Responsibility Centre/ Subordinate Organisations          | Name of officer                   | Landline number | Mobile Number | e-mail        | Address       |
|-------|-----------------------------------------------------------|-----------------------------------|-----------------|---------------|---------------|---------------|
| 1.    | Commissioner & Inspector General of Registration & Stamps | List of all the officers enclosed | List enclosed   | List enclosed | List enclosed | List enclosed |
| 2.    | Deputy Inspector General                                  | List of all the officers enclosed | List enclosed   | List enclosed | List enclosed |               |
| 3.    | District Registrar                                        | List of all the officers enclosed | List enclosed   | List enclosed | List enclosed |               |
| 4.    | Sub-Registrar                                             | List of all the officers enclosed | List enclosed   | List enclosed | List enclosed |               |

**viii. Indicative expectations from service recipients Registration of a document:**

- The document shall have to be clearly typed or handwritten so as to be legible and suitable for scanning.
- The requisite fee and the duty shall be paid prior to the presentation of the document.
- Required annexures to accompany a document shall be enclosed like Annexure-IA in the case of registration of a house, Section 32-A form (Photo and Thumb impression form), ID Proof of the parties and witnesses, link documents etc,.
- Municipal tax receipts (for houses) and ROR pattadar pass books and title deeds (for agricultural lands)

**Encumbrance certificate:**

- Registration document showing the schedule property helps in the input of proper details. Similarly the ROR Title deed and Pattadar Pass Book shows the correct survey number and sub-division number.

**Certified Copy:**

- The correct details of document number and if possible the names of the parties to the documents are expected for identifying the document properly.

**Stamp Vendor License:**

- Certificates showing educational qualifications, age proof, residence proof, solvency and conduct certificates.

**ix. Month and Year for the next review of the Charter:**

The Citizen Charter is prepared by the Department on 15.12.2015 and this will be revised on or before 15.12.2017.

**AJEYA KALLAM**  
**SPECIAL CHIEF SECRETARY TO GOVERNMENT**

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SECTION OFFICER